

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
265310	DELMAR GARDENS SOUTH	5300 BUTLER HILL ROAD
265310	DELMAR GARDENS SOUTH	5300 BUTLER HILL ROAD
265378	PARKSIDE TOWERS	4960 LACLEDE AVENUE
265378	PARKSIDE TOWERS	4960 LACLEDE AVENUE
265378	PARKSIDE TOWERS	4960 LACLEDE AVENUE
265392	DELHAVEN MANOR	5460 DELMAR BLVD
265392	DELHAVEN MANOR	5460 DELMAR BLVD
265392	DELHAVEN MANOR	5460 DELMAR BLVD

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Survey Date	Date of Correction	Deficiency Category
SAINT LOUIS	MO	63128	02/20/2008	03/28/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63128	08/09/2010	09/22/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63108	04/21/2008	05/28/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63108	07/18/2008	09/02/2008	Electrical Deficiencies
SAINT LOUIS	MO	63108	03/18/2009	05/01/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63112	05/03/2010	05/25/2010	Resident Rights Deficiencies
SAINT LOUIS	MO	63112	05/03/2010	05/25/2010	Resident Rights Deficiencies
SAINT LOUIS	MO	63112	01/11/2011	02/11/2011	Resident Rights Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
properly installed electrical wiring and equipment.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a private telephone available for use.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265392	DELHAVEN MANOR	5460 DELMAR BLVD
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265392	DELHAVEN MANOR	5460 DELMAR BLVD
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63112	01/11/2011	02/11/2011	Quality Care Deficiencies
SAINT LOUIS	MO	63112	01/11/2011	02/11/2011	Quality Care Deficiencies
SAINT LOUIS	MO	63139	06/20/2008	10/17/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63139	06/20/2008	10/17/2008	Resident Rights Deficiencies
SAINT LOUIS	MO	63139	06/20/2008	10/17/2008	Resident Rights Deficiencies
SAINT LOUIS	MO	63139	06/20/2008	10/17/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63139	09/08/2008	10/17/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63139	09/08/2008	12/09/2008	Environmental Deficiencies
SAINT LOUIS	MO	63139	10/29/2008	12/09/2008	Environmental Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265427	OAK PARK NURSING CENTER	6637 BERTHOLD AVENUE
265439	BARNES-JEWISH EXTENDED CARE	401 CORPORATE PARK DRIVE
265439	BARNES-JEWISH EXTENDED CARE	401 CORPORATE PARK DRIVE
265457	ROSEWOOD CARE CENTER OF ST LOUIS	11278 SCHUETZ ROAD
265457	ROSEWOOD CARE CENTER OF ST LOUIS	11278 SCHUETZ ROAD
265457	ROSEWOOD CARE CENTER OF ST LOUIS	11278 SCHUETZ ROAD
265457	ROSEWOOD CARE CENTER OF ST LOUIS	11278 SCHUETZ ROAD

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63139	06/10/2009	07/25/2009	Environmental Deficiencies
SAINT LOUIS	MO	63105	08/11/2010	10/01/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63105	08/11/2010	10/01/2010	Environmental Deficiencies
SAINT LOUIS	MO	63146	02/28/2008	04/12/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63146	06/30/2008	08/21/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63146	06/30/2008	08/21/2008	Environmental Deficiencies
SAINT LOUIS	MO	63146	06/30/2008	08/21/2008	Resident Rights Deficiencies



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265500	BERNARD CARE CENTER	4335 WEST PINE BLVD
265500	BERNARD CARE CENTER	4335 WEST PINE BLVD
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63108	08/04/2008	08/28/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63108	08/04/2008	08/28/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63113	01/24/2008	03/09/2008	Resident Rights Deficiencies
SAINT LOUIS	MO	63113	01/24/2008	03/09/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63113	01/24/2008	03/09/2008	Nutrition and Dietary Deficiencies
SAINT LOUIS	MO	63113	08/27/2008	10/21/2008	Environmental Deficiencies
SAINT LOUIS	MO	63113	08/27/2008	10/21/2008	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Pattern

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give professional services that

Isolated

Minimal harm or potential for actual

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

		KINGSHIGHWAY
265524	NORTHVIEW VILLAGE	2415 NORTH KINGSHIGHWAY
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265534	HERITAGE CARE CENTER	4401 NORTH HANLEY ROAD
265578	NORMANDY NURSING CENTER	7301 ST CHARLES ROCK RD

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63113	05/25/2010	06/18/2010	Environmental Deficiencies
SAINT LOUIS	MO	63134	05/02/2008	10/14/2008	Resident Assessment Deficiencies
SAINT LOUIS	MO	63134	05/02/2008	08/01/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63134	05/02/2008	08/01/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63134	07/02/2008	08/01/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63134	07/02/2008	07/27/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63134	08/15/2008	10/14/2008	Environmental Deficiencies
SAINT LOUIS	MO	63133	10/07/2008	10/27/2008	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

		ROCK RD
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN AVENUE
265585	HILLSIDE MANOR HEALTHCARE AND REHAB CENTER	1265 MCLARAN



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Nutrition and Dietary Deficiencies
SAINT LOUIS	MO	63147	01/22/2008	03/04/2008	Environmental Deficiencies
SAINT LOUIS	MO	63147	05/20/2008	06/22/2008	Environmental Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Immediate jeopardy to resident health or safety
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	AVENUE
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265586	WILLOWBROOKE NURSING & REHABILITATION CENTER	2600 REDMAN ROAD
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63136	05/09/2008	07/03/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63136	05/09/2008	06/16/2008	Environmental Deficiencies
SAINT LOUIS	MO	63136	05/09/2008	07/03/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63136	02/03/2010	03/26/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63136	02/03/2010	03/26/2010	Environmental Deficiencies
SAINT LOUIS	MO	63136	02/03/2010	03/26/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63103	01/31/2008	02/29/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63103	04/07/2008	05/15/2008	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265610	LIFE CARE CENTER OF ST LOUIS	3520 CHOUTEAU AVE
265668	CARRIE ELLIGSON GIETNER HOME	5000 SOUTH BROADWAY

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63103	04/07/2008	05/15/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63103	04/07/2008	05/15/2008	Pharmacy Service Deficiencies
SAINT LOUIS	MO	63103	04/07/2008	05/15/2008	Pharmacy Service Deficiencies
SAINT LOUIS	MO	63103	01/30/2009	05/14/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63103	01/30/2009	05/14/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63103	01/30/2009	03/20/2009	Resident Rights Deficiencies
SAINT LOUIS	MO	63111	02/17/2009	03/29/2009	Resident Rights Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265668	CARRIE ELLIGSON GIETNER HOME	5000 SOUTH BROADWAY
265668	CARRIE ELLIGSON GIETNER HOME	5000 SOUTH BROADWAY
265672	DUTCHTOWN CARE CENTER	3421 GASCONADE
265672	DUTCHTOWN CARE CENTER	3421 GASCONADE
265672	DUTCHTOWN CARE CENTER	3421 GASCONADE
265672	DUTCHTOWN CARE CENTER	3421 GASCONADE
265672	DUTCHTOWN CARE CENTER	3421 GASCONADE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63111	02/17/2009	03/29/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63111	02/17/2009	03/29/2009	Environmental Deficiencies
SAINT LOUIS	MO	63118	08/18/2008	09/19/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63118	03/19/2010	04/30/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63118	08/04/2010	09/17/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63118	08/04/2010	09/17/2010	Environmental Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
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Have a program to keep infection	Isolated	Minimal harm or potential for actual
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63110	12/01/2008	01/29/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63110	12/01/2008	01/29/2009	Environmental Deficiencies
SAINT LOUIS	MO	63110	10/29/2009	12/08/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63110	10/29/2009	12/08/2009	Mistreatment Deficiencies
SAINT LOUIS	MO	63110	05/06/2010	06/02/2010	Resident Rights Deficiencies
SAINT LOUIS	MO	63110	05/06/2010	06/02/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63110	05/06/2010	06/02/2010	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

from spreading.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give the right treatment and services to residents who have mental or social problems	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265699	BEAUVAIS MANOR HEALTHCARE & REHAB CENTER	3625 MAGNOLIA AVENUE
265703	GREEN PARK NURSING HOME	9350 GREEN PARK ROAD
265709	BELLEFONTAINE GARDENS NURSING & REHAB	9500 BELLEFONTAINE ROAD
265709	BELLEFONTAINE GARDENS NURSING & REHAB	9500 BELLEFONTAINE ROAD
265709	BELLEFONTAINE GARDENS NURSING & REHAB	9500 BELLEFONTAINE ROAD
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63110	05/06/2010	06/02/2010	Environmental Deficiencies
SAINT LOUIS	MO	63123	02/05/2008	03/12/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63137	06/22/2009	07/24/2009	Mistreatment Deficiencies
SAINT LOUIS	MO	63137	06/22/2009	07/24/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63137	06/22/2009	07/24/2009	Environmental Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Resident Rights Deficiencies



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

adjusting.

Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63136	04/04/2008	05/28/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Resident Rights Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Environmental Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Resident Assessment Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Resident Assessment Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Pattern

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Pattern

Minimal harm or potential for actual harm

Assess the resident when the resident enters the nursing home, in a timely manner.

Pattern

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Pattern

Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Resident Assessment Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Nutrition and Dietary Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Administration Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	07/09/2008	Environmental Deficiencies
SAINT LOUIS	MO	63136	04/04/2008	05/12/2008	Pharmacy Service Deficiencies
SAINT LOUIS	MO	63136	06/02/2008	07/09/2008	Environmental Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Electronically record and report resident status assessments in a timely manner as required in order to monitor resident health and progress.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63136	10/24/2008	12/08/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63136	07/30/2009	08/25/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63136	07/30/2009	08/25/2009	Environmental Deficiencies
SAINT LOUIS	MO	63136	07/30/2009	09/17/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63136	11/12/2009	12/29/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63136	11/12/2009	02/10/2010	Mistreatment Deficiencies
SAINT LOUIS	MO	63136	01/15/2010	02/10/2010	Mistreatment Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Give the right treatment and services to residents who have mental or social problems adjusting.	Pattern	Minimal harm or potential for actual harm
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Use a registered nurse at least 8 hours a day, 7 days a week.	Widespread	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
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Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
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Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265712	NORTH VALLEY NURSING & REHABILITATION CENTER	2115 KAPPEL DRIVE
265717	GRAND MANOR NURSING & REHABILITATION CENTER	3645 COOK AVE
265717	GRAND MANOR NURSING & REHABILITATION CENTER	3645 COOK AVE
265719	ABBEY CARE CENTER, THE	5303 BERMUDA ROAD
265719	ABBEY CARE CENTER, THE	5303 BERMUDA ROAD
265719	ABBEY CARE CENTER, THE	5303 BERMUDA ROAD
265719	ABBEY CARE CENTER, THE	5303 BERMUDA ROAD

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63136	05/21/2010	06/21/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63136	08/20/2010	09/24/2010	Environmental Deficiencies
SAINT LOUIS	MO	63113	01/11/2008	03/14/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63113	01/11/2008	04/30/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63121	04/08/2009	06/02/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63121	04/08/2009	06/02/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63121	12/01/2009	01/25/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63121	12/01/2009	01/25/2010	Resident Assessment Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Check and update (if needed) each resident's assessment every 3 months.	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265720	CREVE COEUR MANOR	1127 TIMBER RUN DRIVE
265720	CREVE COEUR MANOR	1127 TIMBER RUN DRIVE
265720	CREVE COEUR MANOR	1127 TIMBER RUN DRIVE
265733	ST JOHNS PLACE	3333 BROWN ROAD
265733	ST JOHNS PLACE	3333 BROWN ROAD
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63146	02/18/2010	05/20/2010	Resident Rights Deficiencies
SAINT LOUIS	MO	63146	05/20/2010	06/16/2010	Nutrition and Dietary Deficiencies
SAINT LOUIS	MO	63146	05/20/2010	06/16/2010	Nutrition and Dietary Deficiencies
SAINT LOUIS	MO	63114	02/25/2009	03/12/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63114	02/25/2009	03/12/2009	Administration Deficiencies
SAINT LOUIS	MO	63130	05/15/2008	07/11/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63130	05/15/2008	07/11/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63130	05/15/2008	07/11/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63130	11/07/2008	11/24/2008	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265736	U-CITY FOREST MANOR	1301 PARTRIDGE AVENUE
265751	RIVERVIEW, THE	5500 SOUTH BROADWAY
265751	RIVERVIEW, THE	5500 SOUTH BROADWAY

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63130	11/07/2008	11/24/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63130	11/07/2008	11/24/2008	Mistreatment Deficiencies
SAINT LOUIS	MO	63130	11/10/2009	12/10/2009	Environmental Deficiencies
SAINT LOUIS	MO	63111	07/20/2009	09/10/2009	Resident Rights Deficiencies
SAINT LOUIS	MO	63111	07/20/2009	09/10/2009	Quality Care Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265764	BETHESDA DILWORTH	9645 BIG BEND BLVD
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265764	BETHESDA DILWORTH	9645 BIG BEND BLVD
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265764	BETHESDA DILWORTH	9645 BIG BEND BLVD
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265775	COMMUNITY CARE CENTER OF LEMAY INC	9353 SOUTH BROADWAY
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265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
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265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
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265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63122	03/11/2008	04/14/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63122	03/31/2008	04/17/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63122	03/04/2009	05/11/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63125	10/04/2010	11/16/2010	Environmental Deficiencies
SAINT LOUIS	MO	63138	05/12/2008	09/22/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63138	08/12/2008	09/22/2008	Quality Care Deficiencies
SAINT LOUIS	MO	63138	08/12/2008	09/22/2008	Mistreatment Deficiencies

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
265776	GREEN VALLEY NURSING & REHABILITATION CENTER	610 PRIGGE ROAD
265817	GARRISON CARE CENTER	2939 MAGAZINE AVE
265817	GARRISON CARE CENTER	2939 MAGAZINE AVE
265828	AVALON GARDEN	4359 TAFT AVENUE

# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

SAINT LOUIS	MO	63138	04/28/2009	08/14/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63138	04/28/2009	08/14/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63138	04/28/2009	08/14/2009	Environmental Deficiencies
SAINT LOUIS	MO	63138	01/11/2010	02/15/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63138	01/11/2010	02/15/2010	Quality Care Deficiencies
SAINT LOUIS	MO	63106	09/16/2009	10/28/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63106	09/16/2009	10/28/2009	Quality Care Deficiencies
SAINT LOUIS	MO	63116	04/22/2010	06/18/2010	Environmental Deficiencies



# MO Complaint view

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm